



TITLE	POLICY NUMBER	
Voice Mail Protocols Policy	DCS 11-10	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Office of Communications	March 17, 2017	1

I. POLICY STATEMENT

The Department of Child Safety (DCS) is committed to prompt and courteous communication between staff and individuals who receive services from, or transact business with, the Department. The purpose of this policy is to establish and implement expectations regarding voice mail protocols.

II. APPLICABILITY

This policy applies to all DCS employees.

III. AUTHORITY

[A.R.S. § 8-453](#)

Powers and Duties

[A.A.C. R2-5A-501 \(A\) 3](#)

Standards of Conduct

IV. DEFINITIONS

Customers: Agency representatives, clients, family members, advocates, citizens, public officials, service providers, community-based organizations, media, and any other parties who receive services from, or transact business with, the Department.

Department or DCS: The Department of Child Safety.

Voice mail: An electronic system enabling the recording and storage of voice messages, which can subsequently be retrieved by the intended recipient.

V. POLICY

A. General Provisions

1. Voice mail greetings shall specify the DCS employee's name, position, and shift (days and hours).
 - a. For DCS Employees in field operations positions such as Case Aides, Child Safety Specialists, Program Specialists, and Program Supervisors, greetings shall include the instruction that the customer may contact the employee's supervisor;
 - b. For DCS employees in field operations positions, greetings shall include the instruction that the customer should hang up and dial 911 if they have an emergency, and they may contact the Child Abuse Hotline at 1-888-767-2445 if they need to report a non-emergency report of abuse or neglect.
2. There shall be a *Standard* greeting and a separate *Out-of-Office* greeting (see Procedures section).
3. Voice mail messages shall be checked at least twice a day if the DCS employee is working in the office, or at least once per day if the employee is working but is away from the office.
4. Calls left on voice mailboxes shall be returned within twenty-four (24) hours, excluding weekends and holidays.
5. Voice mailboxes shall be managed so that they are able to accept calls from customers at all times; messages that have been answered shall be deleted regularly to ensure that voice mailboxes do not become full and unable to accept new messages.

VI. PROCEDURES

A. Voice Mail Template

1. The following template shall be used when setting up or updating voice mail greetings. (The sentence that references the Hotline applies to DCS employees in field operations positions ONLY):

- a. Standard Greeting

“You have reached the voice mail of [insert your name], Department of Child Safety [position]. My schedule is [Days and Hours]. I am unavailable to take your call. If you have an emergency please hang up and dial 911. Please leave a detailed message, including a phone number at which you can be reached and you will be contacted within 24 hours, excluding weekends and holidays. If you wish to contact my supervisor [insert supervisor’s name] please call (insert supervisor’s number). If you are calling to report a non-emergency incident of abuse or neglect please call the Child Abuse Hotline at 1-888-767-2445. Thank you.”

- b. Out-of-Office Greeting

“You have reached the voice mail of [insert your name], Department of Child Safety [position]. I am currently out of the office and will return on [date]. If you wish to contact my supervisor [insert supervisor’s name] please call (insert supervisor’s number). If you have an emergency please hang up and dial 911. If you are calling to report a non-emergency incident of abuse or neglect please call the Child Abuse Hotline at 1-888-767-2445. Thank you.”